The San Francisco Health Plan is a county community health plan designed by and for the people of San Francisco. Our mission is to provide affordable, quality health care to the residents of San Francisco. We are an extremely fast-paced, team-oriented organization that is rapidly growing. We are ambitious in our pursuits, passionate about our mission, and creative in our execution.

We encourage professional growth and development by exposing team members to all aspects of the organization. We offer competitive salaries and generous benefits packages. For more information, visit us on the web at www.sfhp.org.

The Senior Project Manager is responsible for managing cross-functional (new member population enrollment, business continuity, ICD-10) projects for SFHP. The Senior Project Manager will utilize her/his health care industry knowledge to lead projects from inception to implementation. The focus is to implement solutions to the benefit of our customers (members, providers and state and county clients), as well as improve our internal operational efficiency. This is an exciting hands-on role that requires someone to both facilitate and write project and analysis documents. The ideal candidate will have beginning to end project management experience.

**ESSENTIAL DUTIES & RESPONSIBILITIES**

Manages cross-functional projects from inception to implementation. Projects will range from new member enrollment, business continuity to ICD-10 roll-out.
Utilizes experience in the managed health care industry and exhibits stellar communication skills across the organization with Care Support, Provider Relations, Compliance, Finance, Customer Service and Claims teams.
Writes project documents including charters, business requirements, project plan, training, policy and procedures to name a few.
Effectively interfaces with project sponsors to reach a mutually acceptable agreement on project objective, scope, deliverables, timeframes, resources and outcomes.
Manages relationship with project sponsors and project team members through status documentation and meetings to ensure project meets the needs of the business.
Interaces with IT to ensure the project meets the needs of the business.
Documents business processes and policies and procedures as needed. Conducts and documents business analysis and data analysis as requested. Designs and documents report specifications and works with ITS to implement.

**CORE COMPETENCIES / KNOWLEDGE & SKILL REQUIREMENTS**

- Expertise in project management
- Expertise in business process facilitation and documentation
- Expertise in documentation skills including project management/business analysis documentation and Visio process maps
- Expert in the presentation of project idea, status, solution and results
- Proven skills in data analysis and presentation of data
- Proven ability to manage and participate on several projects at the same time
- Strong analytical, problem solving, negotiation, collaboration and communication skills
- Strong client services orientation with emphasis on quality of services, client support and responsiveness
- Strong ability to influence without authority
- Experience using facilitative leadership
- Ability to produce accurate and precise work, detect discrepancies and resolve discrepancies all while meeting deadlines.
- Ability to work effectively, independently, and as part of a team.
- Knowledge of formal business process improvement

**EDUCATION, EXPERIENCE & TRAINING REQUIRED**

- Bachelors degree, preferably related to health care or business
- Minimum 5 years as a Project Manager
- Business Analyst experience a plus
- Minimum 2 years of experience facilitating process improvement and documenting business processes preferably in a healthcare environment
- Prior experience documenting policies and procedures, user training and report specifications
- Prior experience at a healthcare organization, particularly at a managed health plan
- Prior experience in a claims and/or customer service role preferred

Please apply directly through our career page at http://sfhp.org